

**Product Bulletin**

04<sup>th</sup> June 2020

**RuPay Lounge Access Operations Update**

This is in reference to the Product Bulletin “**RuPay Lounge Access Operations Update**” dated 25<sup>th</sup> March 2020 released by NPCI updating the Banks regarding Lounge Access Operations.

We are glad to inform you that our lounge services have started to resume operations adhering to all the new standard operating protocols (SOPs) for Domestic flights issued by Government of India.

Health and safety continue to be paramount concerns for customers. With this objective in mind the authorities have come up with a fresh set of guidelines/best practices to be followed at the airports/lounges.

1. Emphasis on disinfection, sterilization, and sanitization every hour.
2. Thermal screening of lounge representatives and guests before entering the lounge premises.
3. Contactless & digital check-in process at lounges.
4. The seating capacity for some of the lounges has been reduced to 50% keeping in mind social distancing norms.
5. Tent cards have been placed on the lounge tables ensuring guests “Your Health & Safety is our priority”
6. Food and beverage guidelines have been laid to ensure hygiene and safety. This may involve change from Buffet to À la carte
7. Reminder bell to be played every 1 hour to remind representatives to wash and clean their hands.
8. Washrooms in the Lounge to be sanitized every hour.

Please note that given the current situation, some of the lounges may not be operational.

List of currently operational lounges is attached as Annexure.

We are keeping a close tab on all the activities and will keep you apprised on further developments and list of operational lounges pursuant to this Bulletin as Annexure on a regular basis.

For any queries, please write to us at [rupay@npci.org.in](mailto:rupay@npci.org.in) or contact your NPCI Relationship Manager.

We thank you for continued patronage.

Yours faithfully,

SD/-

Nalin Bansal

Head – RuPay & NFS  
NPCI

Enclosed:

Product Bulletin - **RuPay Lounge Access Operations Update**” dated 25<sup>th</sup> March 2020